



OOSH INCIDENT, INJURY, TRAUMA & ILLNESS POLICY & PROCEDURES

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1. Policy Information

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| Policy title | OOSH Incident, Injury, Trauma & Illness Policy & Procedures |
| Policy version | O6.1 |
| Classification | OOSH |
| Review cycle | 1 year |
| Last review date | March 2024 |
| Implementation date | March 2024 |
| Next review date | March 2025 |
| Approval Authority | Approved Provider (Principal), DPP, OOSH Nominated Supervisor |
| Person/s responsible for policy | OOSH Nominated Supervisor |

2. Overview

Toongabbie Christian College (the 'College') Out of School Hours (OOSH/the 'Service') aims to ensure the safety and wellbeing of children, educators and visitors whilst attending the Service and participating in its activities both on and offsite, through proper care and attention in the event of an incident, injury, illness or trauma.

This needs to be read in conjunction with the College's *OOSH Administration of First Aid Policy & Procedures*.

3. Policy

3.1 General Principles

- 3.1.1 The Service will endeavour to prevent the event of any incident, injury, illness and trauma occurring through best practice, implementation of all Service policies and procedures, adhering to State and Federal legislation and assessing risk.
- 3.1.2 Should any incident, injury, illness or trauma occur despite preventive measures, the Service will make every attempt to ensure sound management of the event in order to prevent magnifying the situation.
- 3.1.3 Complete reports will be made on each event of incident, injury, illness or trauma within 24 hours, which will be signed by a parent/carer of the child involved. Incidents reports will be stored until the child is 25 years old.
- 3.1.4 Parents/Carers or emergency contacts will be informed immediately where the incident, injury, illness or trauma is deemed serious and the incident will be reported to the NSW Regulatory Authority as per the National Law and Regulations.

4. Procedures

4.1 Enrolment Information

- 4.1.1 Parents/Carers are required to provide written consent for educators to seek medical attention and consent to transport by ambulance, for their child upon enrolment. This consent will be recorded in the enrolment information.
- 4.1.2 Parents/Carers are required to ensure the Service has accurate and detailed information regarding anything that may impact on their child's health, safety and wellbeing while attending the Service.
- 4.1.3 Parents/Carers will be required to supply details of their preferred doctor, health fund and Medicare information.

- 4.1.4 Parents/Carers will be required to supply additional contact numbers in case of an emergency.

4.2 Staff Information

- 4.2.1 Upon employment, staff provide emergency contact information which is stored with the employment files.

4.3 Visitors

- 4.3.1 For visitors involved in running activities such as incursions, the organisation information will be used for emergency contact.

4.4 Incident, injury or trauma to a child, educator or visitor whilst at the Service

- 4.4.1 If a child, educator or visitor becomes injured whilst at the Service, an educator who holds a current First Aid qualification will attend to them immediately and subsequently complete an Incident Report.
- 4.4.2 Anyone injured will be kept under adult supervision until they recover or an authorised person takes charge of them.
- 4.4.3 When a child has sustained an injury to the head, an incident report must be written, as well as the parents/carer contacted. Parents/Carers are encouraged to pick up their child for a medical assessment.
- 4.4.4 In the case of a major incident, injury, illness or trauma at the Service requiring more than basic first aid, the first aid attendant will:
 - 4.4.4.a assess the injury and decide whether the injured person needs to be attended to by a doctor or an ambulance called. The educator in charge or Nominated Supervisor will be advised of their decision.
 - 4.4.4.b attend to the injured person and apply first aid as required.
 - 4.4.4.c ensure that disposable gloves are used for any contact with blood or bodily fluids as per the College's *OOSH Infectious Disease's Policy & Procedures*.
 - 4.4.4.d stay with the injured person until suitable help arrives.
 - 4.4.4.e attempt to make the injured person comfortable, reassure them and advise them that their parent/carer or emergency contact has been called.
 - 4.4.4.f If the injured person is a child:
 - 4.4.4.f.i accompany the injured child and take the child's medical records with them if an ambulance is required to take a child to hospital without a parent/carer present.
 - 4.4.4.g complete a Service Incident Record and provide it to the parent/carer to read and sign: [Incident, injury, trauma and illness record](#)
 - 4.4.4.g.i for incidents involving educators and visitors, the College's *Work, Health & Safety Policy & Procedures* will be followed regarding the reporting of incidents. This includes informing the Approved Provider.
 - 4.4.4.h report any serious incidents pertaining to a child to the Regulatory Authority within 24 hours.
 - 4.4.4.h.i this pertains to any incident involving serious injury or trauma to a child occurring while that child is under the care of the Service where which a reasonable person would consider required urgent medical attention from a registered medical practitioner or for which the child attended, or ought reasonably to have attended, a hospital
 - 4.4.4.h.ii It may not be until some time after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.
- 4.4.5 Another educator will:
 - 4.4.5.a prioritise getting immediate medical attention if the injury is serious. Parents/Carers or emergency contacts should be notified straight away where possible. If not possible, there should be no delay in organising proper medical treatment.

- 4.4.5.b notify the parent/carer or emergency contact person as soon as possible regarding what happened and the action that is being taken including clear directions of where the injured person is being taken (eg hospital). Every effort must be made to not cause panic or provide sensitive detail regarding the extent of the injuries
- 4.4.5.c ensure that all blood or bodily fluids are cleaned up safely.
- 4.4.5.d ensure that anyone who has come into contact with any blood or bodily fluids washes their hands and any other area with warm soapy water.
- 4.4.5.e try to reassure the other children, keep them calm and away from the injured person.
- 4.4.6 Accidents which result in a serious incident, injury, illness and trauma to a child must be reported to:
 - 4.4.6.a the parent/carer or emergency contact person
 - 4.4.6.b the Regulatory Authority
 - 4.4.6.c Approved Provider

4.5 Life Threatening, Traumatic Injuries and/or Death

- 4.5.1 Other life-threatening, traumatic injuries or the death of a child will also need to be reported to the:
 - 4.5.1.a Ambulance Services
 - 4.5.1.b NSW Police
 - 4.5.1.c Safe Work NSW
- 4.5.2 The Service will notify the parents/carers or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency.
 - 4.5.2.a Only a qualified medical practitioner can declare a person is deceased. Therefore, educators should ensure the parents/carers are only advised that the injury is serious and refer them to the medical agency (eg hospital) where the child has been taken.
 - 4.5.2.b This information should be provided in a calm and extremely sensitive manner.
- 4.5.3 The site of the accident should not be cleared or any blood or bodily fluids cleaned up until after approval from relevant authorities.
- 4.5.4 All other children should be removed away from the scene and if necessary, parents/carers contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.
 - 4.5.4.a Any closure or partial closure of the Service will be reported to the Regulatory Authority and CCS.

4.6 Death or Serious Injury to a child or educator out of hours

- 4.6.1 Educators in the Service must be prepared to handle all incidents professionally and sensitively. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining children and educators in the Service.
 - 4.6.1.a In the event of the death occurring out of Service hours, a clear emergency support plan will be developed and implemented for the other children and educators at the Service.
 - 4.6.1.b If a child is deceased, the Nominated Supervisor should contact the child's school to liaise with them regarding the school's response to the event.
 - 4.6.1.c Confidentiality will be maintained at all times.

4.7 Illness

- 4.7.1 Parents/Carers are advised upon enrolment and in regular reminders that they are not permitted to bring their child to the Service when they are ill and to arrange prompt collection of unwell children.

- 4.7.2 Parents/Carers indicate on the Registration Form whether or not they give permission for their child to receive paracetamol. For procedures regarding the administration of paracetamol, please refer to the College's *OOSH Administration of Medication Policy & Procedures*.
- 4.7.3 Children who appear unwell when being signed in by their parent/carer will not be permitted to remain at the Service.
- 4.7.4 A child or an adult is considered 'ill if they:
 - 4.7.4.a sleep at unusual times or are lethargic
 - 4.7.4.b have a fever over 38 degrees
 - 4.7.4.c are constantly crying from discomfort
 - 4.7.4.d vomit or have diarrhea
 - 4.7.4.e require constant one to one care
 - 4.7.4.f have symptoms of an infectious disease.
- 4.7.5 If a child becomes ill whilst at the Service, the parents/carers will be contacted to take the child home. Where the parents/carers are unavailable, emergency contacts will be called to ensure the child is collected from the Service promptly. Subsequently, an Incident Report form will be completed.
- 4.7.6 The child who is ill will be cared for, comforted and supervised in an isolated area in order to minimise the risk of cross contamination until the child's parent/carer or other emergency contact collects the child.
- 4.7.7 If a child develops a fever, natural methods will be employed to bring the child's temperature down until the parents/carers or medical attention arrives. Such methods include removing additional clothing as required, clear fluids are given or tepid sponges administered.
- 4.7.8 If a child has a fever which cannot be brought down, their parents/carers can't be contacted and they are appearing seriously ill an ambulance will be called.
- 4.7.9 If an educator becomes ill or develops symptoms at the Service, they can return home if able to do so or the Nominated Supervisor will arrange transportation home.
- 4.7.10 The Nominated Supervisor will organise a suitable staff replacement as soon as possible, if necessary.

5. References

- Prepared in consultation with Becklyn

6. Considerations

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| Education and Care Services National Regulations | National Quality Standard | Other Service policies/documentation | Other |
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| <p>S167, 174 R12, 77, 85, 86, 87, 88, 89, 90, 91, 97, 98, 99, 161, 162, 168, 175, 176, 177, 183</p> | <p>Standards 2.1, 2.2, 3.1, 5.1, 6.1, 7.1</p> | <ul style="list-style-type: none"> ● Acceptance and Refusal of Authorisations Policy & Procedures ● Enrolment and Orientation Policy & Procedures ● Medical Conditions and Administration of Medication Policy & Procedures ● Providing a Child Safe Environment Policy & Procedures ● Administration of First Aid Policy & Procedures ● Risk Assessment Policy & Procedures ● Governance and Management Policy & Procedures ● Child Protection Policy & Procedures ● Dealing with Infectious Diseases Policy & Procedures ● Emergency and Evacuation Policy & Procedures ● <i>College's Work, Health & Safety Policy & Procedures</i> ● Staff Handbook ● Enrolment records ● Emergency procedures ● Incident Report forms ● Medication Records ● Risk Assessments ● Supervision Plans ● Safety Checklists | <ul style="list-style-type: none"> ● Work, Health and Safety Act 2011 ● ACECQA "Frequently Asked Questions" ● NSW Department of Health Guidelines ● Disability Discrimination Act 1975 ● NSW Anti-discrimination Act 1977 ● Staying Healthy in Child Care (5th Edition) ● Privacy Act 1988 ● Family Assistance Law ● My Time Our Place V2.0 |
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